

Sage 200 Online  
System Requirements and  
Prerequisites  
v2013



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## Sage 200 Online System requirements

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**Note:** Sage 200 can be installed as an On Premise deployment or an Online deployment. The system requirements are different depending on your deployment method.

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Sage 200 Online is a cloud based deployment. The server elements are run on Windows Azure. The client elements (Sage 200 App, Administration and Sage 200 Web Client) are installed on each PC that will use Sage 200 Online.

The server elements are provisioned through Sage ERP Online Services. This is where you manage Sage 200 Online for your customers.

Use these system requirements to assess the following:

- The size of the site that you need to provision through Sage ERP Online Services.
- The suitability of your Internet connection from your client PCs.
- The minimum system requirements for the desktop client.



## Assess your site size

Before deploying Sage 200 Online, you must consider the size of the site that you require. This requires assessing the size of the database and the *compute* -size - this is the size of the server resource in the Windows Azure Data Centre that run the web and system services that drive Sage 200 Online.

### The database

Your Sage 200 Online database runs on Microsoft SQL Azure. This is a shared infrastructure service that is part of Windows Azure. You do not need to define any hardware requirements for the SQL Server element of your system.

However, you do need to calculate the size required for your Sage 200 Online database.

Databases are priced per gigabyte per month. You can estimate the size of your database, as follows:

### To determine the size of your database

- For new sites:  
Use the Sage 200 Best Practice Guide to assess your required database size. This can be downloaded from <http://support.sage.co.uk>.
- For existing Sage 200 users:  
Run the following SQL statement against your existing Sage 200 database from within SQL Management Studio:

```
exec sp_spaceused.
```

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**Note:** The database size is the single value that will contain all of the databases associated with the site (the configuration database and all company databases).

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Use this database size when provisioning a new site in Sage ERP Online Services or in the Pricing Calculator if you are pricing up a deployment.

### **The compute size**

Your site will always run on a minimum of two servers to offer you high availability.

A standard unit of compute is built into the platform cost. This is based on the amount of compute required for a Sage 200 Online site with four users running the Financials and Commercials modules. If you are deploying a site with more users or require additional modules you may need to increase the amount of compute you require.

### **Changing your additional Compute requirements**

Sizing your site for its exact requirements may take a little time to fine tune.

With Sage 200 Online you can adjust your additional compute units as required for each site.

If you have more or less than required, you can add or remove additional compute units in Sage ERP Online Services. The additional compute units are added or removed immediately and included in your following month's subscription.

Compute size can also be adjusted to deal with seasonal trends. If your site requires more compute units during busy periods such as Christmas or during Year End, you can change the compute size without having to purchase and commission new hardware.

### **The Sage 200 App**

The Sage 200 App is a windows based application that is installed locally on your client PCs.

This is installed using links provided in Sage ERP Online Services. Installation media such as the product DVD is not required. You do not need to administrative rights on your PC to install the Sage 200 App.

Once your new site has been provisioned, you can access the links to automatically download and install Sage 200 Online Administration and the Sage 200 App.

## Assess your Internet connection

Each client machine running the Sage 200 App must have a suitable active Internet connection to communicate with the Data Centre. When assessing the suitability of an Internet connection for Sage 200 Online, you must consider:

- Bandwidth
- Other activity (contention)
- Latency

### Minimum Internet Connection Requirements

The following minimum recommendations are based on a **maximum** of 16 users sharing an Internet connection.

This minimum specification assumes that the majority of the bandwidth will be available to the Sage 200 App. Other traffic on the line can significantly affect the performance of Sage 200.

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**Note:** This recommendation is based on the actual speed of the broadband line rather than the advertised speed from your Internet Service Provider (ISP). The difference between the two can vary significantly.

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The minimum Internet requirements are:

#### ADSL Broadband with:

3.5Mbps Download

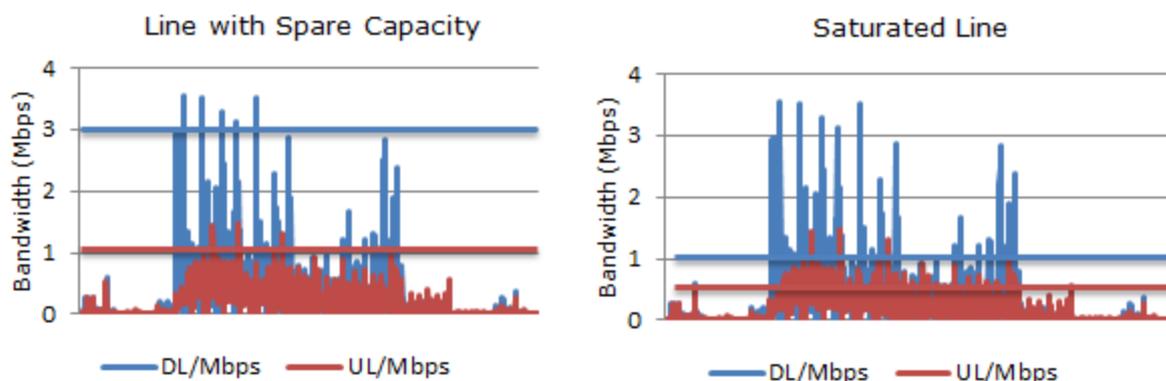
0.9Mbps Upload

70ms Latency to the Data Centre

## Assessing Line Bandwidth and Contention

The actual bandwidth you receive to your site may vary considerably from the advertised speed. It will also vary at different times of the day due to contention on the line (i.e. other users who share your connection to the exchange). We recommend that you ask your ISP to provide you with bandwidth usage statistics for the last few weeks when assessing the suitability of an Internet connection for Sage 200 Online.

The two graphs shown below give examples of an Internet connection with different levels of usage.



- **Line with Spare Capacity:**

In the above example, the line with spare capacity has an advertised capacity of 3Mb download and 1Mb upload. The activity on the line occasionally peaks above these limits but the majority of the traffic is within capacity.

This indicates that this line has some spare capacity and is suitable for Sage 200 Online.

- **Saturated Line:**

The saturated line has an advertised capacity of 1Mb download and 0.5Mb upload. The activity on the line is frequently above the capacity limit.

This indicates that the line is saturated and cannot reliably accommodate more traffic. In this instance it would be better to commission another line, upgrade the line, or reduce existing traffic before deploying Sage 200 Online.

## Assessing speed, latency, jitter and packet loss

Once you have assessed your Internet connection for sufficient capacity, you must consider the effects of speed, latency, jitter and packet loss on the line before deploying Sage 200 Online.

In order to assist you we have provided an online tool that measures these characteristics for the Data Centre that hosts Sage 200 Online. Use this to assist you in assessing your Internet connection.

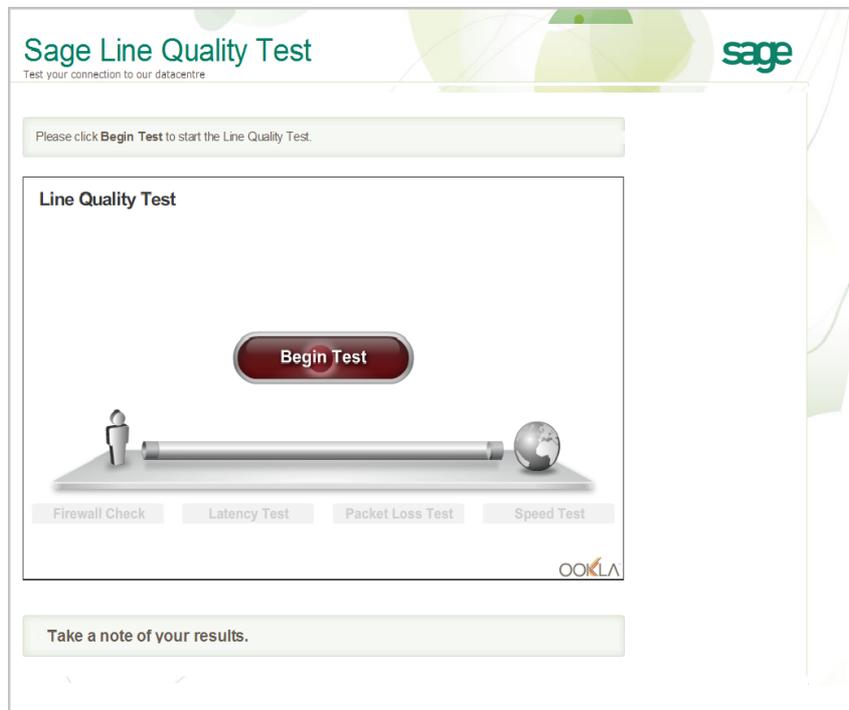
**Note:** You may need to install the latest versions of Adobe Flash and the Java Runtime Environment to ensure that the tests run correctly.

### To assess your Internet connection

1. Using a client machine at the site you want to deploy Sage 200 Online, browse to <http://sagelinetest.cloudapp.net>.

**Note:** To ensure accurate results, you must use a client machine connected to the same Internet connection that you intend to use to run Sage 200 Online.

2. The following screen appears.



3. Click **Begin Test**.

The tool performs a number of tests on your Internet connection and displays a results page similar to the one below.



**Note:** We recommend that you run several of these tests at different times of the day before making a decision on suitability, as line characteristics can vary greatly throughout the day.

The following table shows the results required for each test for optimum Sage 200 performance.

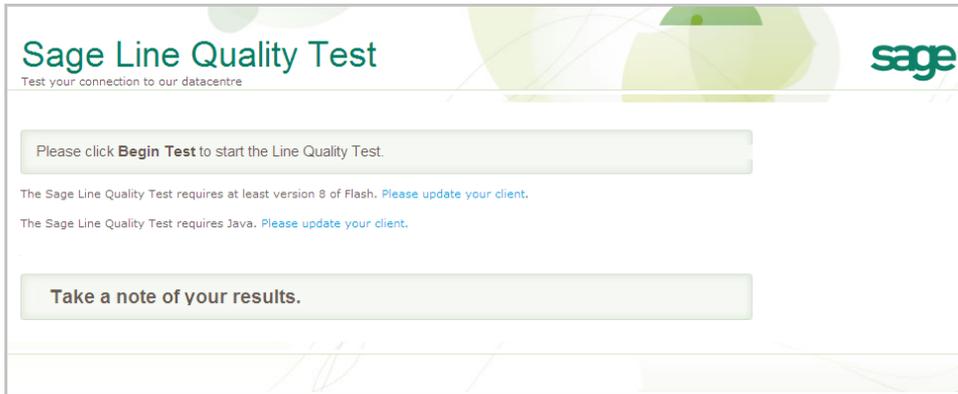
Test	Description	Required result
Firewall Check	The Firewall Check makes sure that data can be successfully sent from your site to the Sage 200 Online Data Centre.	
Latency Test	<p>Latency:</p> <p>This is the amount of time (measured in milliseconds) that it takes to send a message from your site to the Data Centre and back again.</p>	70ms or less
	<p>Jitter:</p> <p>Data travelling over the Internet does not always go via the same route and can arrive at different times. Jitter measures the effect that this redirection of traffic has on your line. It is measured in milliseconds.</p>	30ms or less
Packet Loss Test	The online tool sends a stream of 100 packets of test data from your site to our Data Centre. On a good quality line, you would expect that all those packets of data are received by the Data Centre and there is no packet loss.	2% or less
Speed Test	<p>Download Speed:</p> <p>The tool measures the actual download speed you are receiving on the line under test at the time of the test. This may be different to the advertised speed of your line.</p>	3.5 Mbps or more
	<p>Upload Speed:</p> <p>The tool measures the actual upload speed you are receiving at the time of the test. This may be different to the advertised speed of your line.</p>	0.9 Mbps or more

**Note:** If the test results do not meet the minimum requirements, you may need to upgrade your Internet connection or consider an on-premise deployment of Sage 200.

## Troubleshooting

### The latest version of Java and Flash are not installed.

If you do not have these components installed, you will see the following screen:



Click the links to update your client machine with the required Java and Flash components.

To install the Flash update:

1. Clear the option to install Chrome and choose **Download Now**.
2. Choose **Run** when prompted.
3. Once Flash has installed successfully, open the Line Test link in your browser.

To install the Java update:

1. Click **Free Java Download**.
2. Click **Agree and Start Free Download**.
3. Choose **Run** when prompted.
4. On the Java Welcome screen, choose **Install**.
5. Clear the option for the Ask toolbar, and choose **Next**.
6. Once Java has successfully installed, open the Line Test link in your browser.

### **The results show some tests as skipped**

The Sage Line Quality Test runs over TCP Port 8080. You will see the following message if your router has blocked access to this port:

The screenshot displays the Sage Line Quality Test interface. At the top, it says "Sage Line Quality Test" and "Test your connection to our datacentre" with the Sage logo. Below this is a green box with the text "Please click **Begin Test** to start the Line Quality Test." The main section is titled "Line Quality Test" and contains four test results:

- Firewall Check:** Test Skipped, Firewall Found
- Latency Test:** Test Skipped, Firewall Found
- Packet Loss Test:** Test Skipped, Firewall Found
- Speed Test:** Download Speed: 73.80 Mbps, Upload Speed: 8.34 Mbps

At the bottom of the test results is a "Restart Test" button and the OOKLA logo. Below the test results is a green box with the text "Take a note of your results."

In this case, you will only be able to complete the speed tests. Do not disable your firewall protection as it will not resolve this.



## System requirements for the Sage 200 App

### Supported Operating Systems

Windows Vista (32-bit only) - Business & Ultimate Editions
Windows 7 (32-bit and 64-bit) - Professional, Enterprise & Ultimate Editions
Windows 8 (32-bit and 64-bit) - Professional and Enterprise Editions <sup>1</sup>
Windows Server 2008 and 2008 R2 (32-bit and 64-bit) - Standard & Enterprise Editions
Windows 2008 Small Business Server - Standard & Premium Editions
Windows 2011 Small Business Server - Standard, Premium and Essentials Editions
Windows Server 2012 - Essentials, Standard & Datacenter Editions

### Supported Editions of Microsoft Office

Microsoft Office 2007 (32-bit only) – Standard, Small Business, Professional, Ultimate and Enterprise Editions
Microsoft Office 2010 (32-bit only) - Standard, Professional and Professional Plus Editions
Microsoft Office 2013 and Office 365 (32-bit and 64-bit) – Small Business Premium, Professional Plus and Enterprise Editions
<p><b>Note:</b> Microsoft Office 365 Home Premium is not supported. The Microsoft license agreement specifically forbids its use for "commercial, non-profit, or revenue-generating activities".</p>

<sup>1</sup>Sage 200 App is not supported on Windows 8 RT.

The following table explains how various functions integrate with Microsoft Office 2013 and Office 365:

	Office Professional Plus 32-bit	Office Professional Plus 64-bit	Office Web Apps (Cloud based)	Exchange Online
Sage 200 Business Intelligence	Not available with Sage 200 Online			
Excel Integrated Reporting	Not available in Sage 200 Online. You can use 'Excel Services for SharePoint Online' to extract data into Excel.			
Send to Excel (from workspaces and lists)	✓	✓	✓	N/A
Opening Attachments	✓	✓	✓	N/A
Opening Memos	✓	✓	✓	N/A
Send Email	✓	✓	✓	✓
Report Designer - output to email	✓	✓	✓	N/A

## Browser and Mobile Device Support

Sage 200 Online includes customisable workspaces (including Web Timesheets and Expenses (WTE) and Purchase Order Authorisation), which can be accessed in the Sage 200 Online desktop client and via a web browser. Workspaces have been tested on the following devices and browsers.

Safari on Apple iPad 4th Generation running iOS v6.
Google Chrome on x86 and x64 based PCs.
Microsoft Internet Explorer v9 and v10 on x86 and x64 based PCs.
Microsoft Internet Explorer v10 on Microsoft Windows 8 tablets running Windows 8 Professional and Enterprise Editions.
Google Chrome on Google Nexus 10 devices running Android v.4.2.1

**Note:** Other devices and browsers may be compatible but have not been tested.

## Minimum Requirements for the Sage 200 Online clients

This is the minimum required specification for client machines running the Sage 200 App.

The Sage 200 Online service will perform processing tasks, but a significant amount of processing is handled by the Sage 200 App on the client machine. The specification of the client machines will therefore affect the performance of the system.

Processor	Disk	Memory	Network	Internet Connection
2.8GHz Pentium 4 or equivalent (e.g. Dual Core 1.6GHz)	7,200 rpm SATA with 500MB disk space required.	2GB	Gigabit Ethernet	ADSL Broadband: 3.5Mbps Download 0.9 Mbps Upload Maximum 70ms Latency to the Data Centre*

\* See [Assess your Internet connection on page 5](#) for further details.

## Prerequisites

- All client machines must have the regional settings set to English (UK) or English (Ireland).
- Microsoft DotNet Framework v3.5 Service Pack 1 installed.
- Microsoft DotNet Framework v4 installed.